

**Intensive Mentoring Services for Youth
(HMS 501-16-01-A)**

Section 2

Service Specifications

2.1 Introduction

A. Overview, purpose or need

The Office of Youth Services (OYS) believes that community is where our youth belong. While community is where hurt, fear, suffering, and trauma may occur; community conversely is where caring, restoration, forgiveness, and healing emerges and is fostered. Deep connections and relationships form the foundation for community, and our state statute. The “Aloha Spirit” (HRS 5-7.5), describes how we may consider to exercise the power and life force of the Aloha Spirit on behalf of Hawaii’s people: “‘Aloha’ is the essence of relationships in which each person is important to every other person for collective existence. Aloha means to hear what is not said, to see what cannot be seen and to know the unknowable.” Aloha Spirit is a way of life, an attitude, a way of being, that acknowledges the following:

Akahai – meaning kindness (grace), to be expressed with tenderness;

Lokahi – meaning unity (unbroken), to be expressed with harmony;

Oluolu – meaning agreeable (gentle), to be expressed with pleasantness;

Ha’aha’a – meaning humility (empty), to be expressed with modesty;

Ahonui – meaning patience (waiting for the moment), to be expressed with perseverance.

Our youth who are experiencing a lack of Aloha are often involved with our juvenile justice system and need to be nourished and connected to healthy healing families and relationships. Moreover many youth have also suffered from overwhelming stress and trauma related to personal experiences of physical or sexual abuse, community violence, neglect, maltreatment, loss of a caregiver, or witnessing violence or experiencing trauma vicariously. Much of the trauma and stress often lead to unpredictable responses in behavior, including delinquent behavior.

OYS cannot do this alone; we need community to be involved in multiple ways that truly reflect the intelligence and practical applications of Aloha. We need community to surround our youth with loving, authentic, courageous, strong and compassionate people, services and programs. Kupuna (respected elders), with their wisdom, role modeling, can bridge a link to ancestors, and Aloha presence need to be connected with our youth and families. The resulting outcomes will be youth

who are thriving, at peace with themselves and others, hopeful, mindful, and of service to the community.

Aloha is a life-long commitment that supports youth at-risk and their families. It supports their strengths and abilities to be successful in their schools and communities. It brings together a wide variety of stakeholders, parents and family members to strengthen collaboration, embrace wholeness, healing, and awareness that we are Lokahi (unbroken, unity & harmony). This realization can provide many types of Aloha responses that meet the unique talents, needs and abilities of the youth who need our direction and help.

OYS is requesting proposals from qualified applicants to provide Intensive Mentoring Services (IMS) for youth who have been adjudicated by the Family Court, and have been placed on probation or other status.

B. Planning activities conducted in preparation for this RFP

Written comments, suggestions, and other feedback for consideration in the scope of work and RFP requirements were requested by fax, mail or email through the Request for Information process by July 13, 2015. No written comments, suggestions, and other feedback were received by the due date. Information and data were also gathered from the past four years of service delivery for the target population.

C. Description of the service goals

The goal is to provide intensive mentoring services for youth, hold them accountable for their behavior and assist youth to be in compliance with the terms and conditions of probation or other status with the Family Court. Services shall assist youth by increasing their decision-making, inter-personal and social skills, and overall resiliency.

D. Description of the target population to be served

The target population is youth, 12 through 17, who have been referred by the Family Courts of the First, Second and Third Circuits.

E. Geographic coverage of service

Islands of Oahu, Maui and Hawaii.

F. Probable funding amounts, source, and period of availability.

1. **Funding Period:** January 1, 2016 to June 30, 2017

2. **Approximate Total Amount of Funds:**

Oahu: \$200,000 for FY 16 (1/1/16 – 6/30/16); \$400,000 for FY 17 (7/1/16 – 6/30/16).

Maui: \$75,000 for FY 16 (1/1/16 – 6/30/16); \$150,000 for FY 17 (7/1/16 – 6/30/16).

Hawaii: \$100,000 for FY 16 (1/1/16 – 6/30/16); \$200,000 for FY 17 (7/1/16 – 6/30/16).

3. The OYS anticipates funds to be awarded for one 18-month period, subject to the availability of funds and quality of program services. There may be a possibility for the extension of the initial award period to up to two (2) 24-months periods should funds become available. The award of a contract and any allowed renewal or extension thereof is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of funds and the quality of program services.
4. There will be one award granted for each geographic location.
5. The OYS reserves the right to make modifications to the scope of services and in the funding amounts that it is unable to anticipate now. There may be modifications made to continue or to improve the services. Additionally, should funding be increased or decreased, the OYS reserves the right to add in additional funds or decrease funds at its discretion.

2.2 **Contract Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

1. Performance/Outcome Measures
2. Output Measures
3. Quality of Care/Quality of Services
4. Financial Management
5. Administrative Requirements

2.3 **General Requirements**

A. **Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The applicant shall comply with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

2. The applicant shall comply with other applicable federal cost principles and guidelines, as appropriate and as required by the source of funding.
3. The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.
4. The Applicant shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract, until the State certifies that the Applicant's work has been completed satisfactorily. The policy or policies of insurance maintained by the Applicant shall provide the following limit(s) and coverage:

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (occurrence form)	\$2,000,000 combined single limit <u>per occurrence</u> for bodily injury and property damage
Automobile	Bodily injury \$1,000,000/ <u>person</u> 1,000,000/ <u>occurrence</u> Property damage \$1,000,000/ <u>accident</u>
Professional Liability (if applicable)	\$1,000,000/ <u>claim</u> \$2,000,000 <u>annual aggregate</u>

Each insurance policy required by this contract shall contain the following clauses:

1. *"The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."*
2. *"It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."*

Each insurance policy shall be written by insurance companies licensed to do business in the State or meet Section 431:8-301, HRS, if utilizing an insurance company not licensed by the State of Hawaii.

Automobile liability insurance shall include excess coverage for the Contractor's employees who use their own vehicles in the course of their employment.

The Applicant agrees to deposit with the State of Hawaii, on or before the effective date of this contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the

State during the entire term of this contract. Upon request by the State, Applicant shall furnish a copy of the policy or policies.

The Applicant shall immediately provide written notice to the contracting department or agency should any of the insurance policies be cancelled, limited in scope, or not be renewed upon expiration.

Failure of the Applicant to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Applicant.

The procuring of such required policy or policies of insurance shall not be construed to limit Applicant's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Applicant shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

If the Applicant is authorized by the Office of Youth Services to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of this contract. In order to indemnify the State, the Applicant agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

B. Secondary purchaser participation
(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

There are no planned secondary purchases. None

C. Multiple or alternate proposals
(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR §3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards: N/A

E. Single or multi-term contracts to be awarded
(Refer to HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms: The initial term of the contract shall commence on or after January 1, 2016 and continue through June 30, 2017. Services are not to begin until a Notice to Proceed has been issued by the OYS. There may be a possibility for extension of the initial award period for two (2) additional 24-months periods should funds become available. The maximum length of the contract shall be sixty-six (66) months. The conditions for extension must be in writing and any extension must be executed prior to the expiration of the initial term of the contract and any subsequent extension. The award of a contract and any allowed renewal or extension thereof is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of funds and the quality of program services.

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities (Minimum and/or mandatory tasks and responsibilities):

A. Service Activities

1. Service Framework:

a. The Aloha Response

The Native Hawaiian Education Council (NHEC) has developed seven guiding themes for culturally responsive learning environments and is being adopted by the OYS as a framework for addressing youth issues to ensure youth have the opportunity to develop social, emotional, cognitive, behavioral and moral competencies and resiliency to enable them to achieve a successful transition to young adulthood:

- 1) ***‘Ike Pilina (Value of Relationship)*** enriching relationships between youth, family, people, places and things that influence their lives through experiences, their ancestors, culture, and traditions.
- 2) ***‘Ike MauliLāhui (Value of Cultural Identity)*** strengthening and sustaining cultural identity through practices that support learning, understanding, behaviors, and spiritual connections through the use of language, culture, history, traditions and values.
- 3) ***‘Ike Kuana ‘Ike (Value of Cultural Perspective)*** increasing global understanding by broadening the views and vantage points that promotes contributions to local and global communities.

- 4) ***'Ike Na'auao (Value of Intellect)*** instilling and fostering a lifelong desire to seek knowledge and wisdom, through the traditions and stories of our elders.
- 5) ***'Ike Ho'okō (Value of Applied Achievement)*** developing multiple cultural pathways for achieving success in pursuing learning excellence.
- 6). ***'Ike Piko'u (Value of Personal Identity)*** promoting personal growth, development and self-worth to support a greater sense of belonging, compassion and service toward one's self, family and community.
- 7) ***'Ike Honua (Value of Place)*** developing a strong understanding of place, and appreciation of the environment and the world at large, and the delicate balance necessary to maintain it for generations to come.

2. Trauma Informed Care

A trauma-informed care approach shall be incorporated in the service delivery for youth at-risk. Studies have indicated the high prevalence of histories of trauma among youth who are placed in out-of-home care and/or involved with the juvenile justice system. It is estimated that between 75-93 percent of youth entering the juvenile justice system annually have experienced some degree of traumatic victimization. A framework vital to intervention services that addresses youth with histories of trauma, recognizes the presence of trauma symptoms, and acknowledges the role that trauma has played in their coping behaviors is being adopted by the OYS.

3. Specific Activities

Intensive Mentoring Services (IMS) shall be provided for approximately 400 - 500 youth annually on the following islands: Oahu, 220 – 260 youth; Maui, 80 -100 youth; and Hawaii, 100 – 140 youth. Youth referred shall participate in the program not less than 30 days and not to exceed 90 days, with a projected average length of service of approximately 60 days. The average daily census of youth provided IMs islands shall be approximately: Oahu – 40; Maui – 15; and Hawaii – 20.

a. Referral and Implementation Plan

Youth will be referred to IMS by probation officers. The probation officer will contact the IMS case manager and they shall begin to develop an implementation plan for the disposition and terms of probation as ordered by the Family Court.

The implementation plan shall address the terms and conditions of probation, the resources available to address areas identified in any risk and needs assessments (such as substance abuse, anger management,

academic difficulties, family relationships, etc.), who shall be making the referrals to these resources, and who will be involved in participating in, delivering, and monitoring of the services. The implementation plan shall be a dynamic document that is revisited throughout the youth's participation in the intensive mentoring services and amended and adjusted based on progress made or problems encountered.

The implementation plan shall address the disposition and terms and conditions of probation, including, but not be limited to, the following elements:

- 1) Description of the problems that brought the youth into the juvenile justice system;
- 2) Individual needs, such as substance abuse, mental health and trauma issues;
- 3) Family needs, such as resources, support and parenting skills;
- 4) Education needs, such as general education, credit recovery, and GED;
- 5) Community resources that can address the identified needs of the youth and family; and
- 6) The time frame for engaging in services and resources identified in the implementation plan.

Within two working days of receiving the referral from the probation officer and utilizing the assessment information provided by the probation officer the case manager will contact the parents/ legal custodians and the youth, to arrange an in-person meeting to discuss the development of the implementation plan.

Advocacy on behalf of youth and families to secure and follow through with the necessary resources to address compliance with the terms and conditions of probation shall be ongoing.

The case manager shall coordinate and facilitate team meetings, as needed, involving key persons who are responsible for the implementation plan, including the youth monitor, youth's probation officer, family members, and service providers, in order to appraise and assess the progress of the youth, and identify any areas of need to be further addressed.

b. Wraparound Process

Participate in a wraparound process, as needed, to facilitate and support the youth's and family's voice in meeting the terms and conditions of probation or other status with the court. Participation may also include, as needed, the hiring/training of wraparound staff such as navigator and facilitator that may provide additional support for the wraparound process.

c. Intensive Mentoring

The core service of IMS is intensive mentoring. Youth monitors shall provide intensive mentoring to support the youth's functioning and compliance with the terms and conditions of probation. A maximum caseload of 10 youth shall be assigned each youth monitor. Youth monitors shall provide the following mentoring services for a maximum of 90 days:

- 1) Intensive mentoring services shall be provided the youth, including face-to-face contact, indirect surveillance via unannounced, 24 hour in-person visits, telephone calls, and collateral contacts.
- 2) Contacts shall be made at random time-frames, the initial contact made within 24 hours of the youth's official referral to the service.
- 3) Contact shall be made in a variety of locations (home, school, work, and program service settings). Both announced and unannounced contacts shall be conducted, so that youth are supported to engage and comply with services and resources identified in the implementation, and not to try to deviate from the daily schedules and curfews. Mentoring shall emphasize monitoring of the youth's progress and appraising on-going needs and risks.
- 4) The schedule of contacts shall begin with frequent in-person face-to-face visits and telephone calls, and gradually decrease in intensity and type of service, as the youth demonstrates compliance with the disposition and terms and conditions of the probation. The following schedule of contacts outlines the intensive mentoring process:
 - i. Week one (1). Following initial placement into the program. a minimum of seven (7) face-to-face contacts with the youth, and two (2) face-to-face contacts with the parents/legal guardians. Additionally, three (3) telephone calls per day are expected from the youth to the monitor. A minimum total of five (5) hours of contact between the staff and youth shall occur during week first week.
 - ii. Week two (2) A minimum of 5 (5) face-to-face contacts with the youth, and one (1) face-to-face contact with the parents/legal guardians. Collateral contacts with all service resources that are providing the youth with services. Additionally, three (3) telephone calls per day are expected from the youth to the monitor. A minimum total of three (3) hours of contact between the staff and youth shall occur during week second week.

- iii Week three (3). A minimum of 3 (3) face-to-face contacts with the youth, and one (1) face-to-face contact with the parents/legal guardians. Collateral contacts with at least two (2) identified resources that are providing the youth with services. Additionally, three (3) telephone calls per day are expected from the youth to the monitor. A minimum total of two (2) hours of contact between the staff and youth shall occur during week third week.
- iv. Week four (4) and beyond. A minimum of 3 (3) face-to-face contacts with the youth, and one (1) face-to-face contact with the parents/legal guardians. Collateral contacts with at least two (2) identified resources that are providing the youth with services. Additionally, two (2) telephone calls per day are expected from the youth to the monitor.
- v. Provide 24-hour availability to respond to crisis situations to assist in stabilizing the situation and make referrals to other services, as appropriate.

d. Documentation and Reports

Documentation of each contact with the youth, family and other collateral contacts shall be made in the youth's file through entry in a field notebook. The field notebook is the approved method of documentation of services provided to youth, and shall include a recording of type, date, time, location, and brief narratives of contacts. A supervisory review of the field notebook shall be completed by the case manager on a bi-weekly basis.

The Applicant shall provide the probation officer with status reports for the youth. The status reports shall be completed weekly and may be transmitted electronically or other mutually agreed upon method. At the completion of the youth's participation in the IMS, a final status report shall be completed and provided to the probation officer within 48 hours of termination of IMS.

e. Transportation Services

It is anticipated that youth will experience significant transportation needs to meet the terms and conditions of probation, such as meetings with the probation officer, attendance at school/educational activities, and participation in services with community-based agencies. Transportation options may include transporting the youth in an agency or personal vehicle, the provision of bus passes, and/or subcontracting for transportation services.

NOTE: APPLICANTS should also examine **Section 4, Proposal Evaluation** of this RFP which provides information on points to be addressed in the proposal and which will be taken in consideration by proposal evaluators.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. The Applicant will provide all personnel necessary for the effective completion of the requested services. This shall include but not be limited to:
 - 1) The Program Director shall at minimum a Bachelor's degree from an accredited college or university. Equivalent experience working with youth may be substituted on a year-for-year basis, subject to the approval of the Office of Youth Services. The Program Director shall have a minimum of one-year supervisory/management experience.
 - 2) Case Managers shall possess a Bachelor's degree, an Associate's with two years of experience working with youth or four years experience working with youth. A combination of education and appropriate experience shall meet this qualification. Degrees must be conferred from an accredited college or university. Documentation of compliance with this section shall be maintained in the employee's file.
 - 3) Youth Monitors staff shall be at least 21 years of age and possess a high school diploma or equivalent. Additionally, staff shall have at least two years of experience working with at-risk youth, preferably youth who have been involved with the juvenile justice system.
 - 4) The Applicant shall maintain a plan for recruitment and retention of staff, and maintain staffing level ratios that specifically addresses handling of vacancies and absences.
 - 5) The Applicant shall detail the Applicant's staff pre-service and in-service training plan with scheduled completion dates and training topics. The training plan shall identify who will provide training and their qualifications. The training plan shall be reviewed by the OYS prior to implementation, and include topics such as Trauma Informed Care, Suicide Prevention/Intervention, Wraparound Process, and services for Lesbian Gay Bisexual Transgender (LGBT) population.
 - 6) The Applicant shall ensure that employees do not have a criminal history or background that poses a risk to youth. The Applicant shall conduct employment and reference checks on all employment Applicants. In addition, prior to providing direct services to youth, criminal history record checks (State and FBI Criminal History Check, Sex Offender Registry, and the Child Abuse and Neglect

Registry Clearance) shall be conducted, as allowed by statutes or rules, for any person who is employed or volunteers in an position that necessitates close proximity to children or adolescents. Documentation of criminal history record checks shall be maintained in the employee or volunteer's personnel file and shall be available for review. Criminal history record checks, except for the FBI fingerprint check, shall be conducted annually.

- 7) The Applicant shall develop policies that describe the grounds and circumstances for denial of employment or termination of current employees who have been found to have convictions or pending charges upon completion of any criminal history check or other investigation.
- 8) The program staff shall have appropriate qualifications and necessary training to provide the propose services and activities and demonstrate knowledge, capacity, skills and experience in working with the target population, and be knowledgeable of positive youth development philosophy and strategies.
- 9) The Applicant shall have written personnel policies covering selection of staff, salaries, fringe benefits, leaves, job descriptions, and minimum qualifications of each position. Staff salaries shall be sufficiently competitive to recruit and retain qualified staff.

2. Administrative

- a. The Applicant is required to meet with the State upon execution of the contract to discuss the development and implementation of the program, and attend additional meetings to further define program elements after implementation.
- b. The Applicant is required to maintain detailed records of youth, program activities, and personnel in addition to maintaining an accounting system and financial records to accurately account for funds awarded. Funds shall be budgeted and expended in accordance with applicable State and/or Federal cost principles.
- c. The Applicant shall also be required to comply with applicable provisions and mandates of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The HIPAA regulates how individually identifiable health (medical and mental health) information is handled to ensure confidentiality.
- d. The OYS reserves the right to make modifications to the scope of the services and in the funding amounts that it is currently unable to

anticipate. There may be unique circumstances, not limited to directives and decrees from State and Federal agencies that require these modifications be made to continue or improve services. Additionally should funding be increased or decreased, the OYS reserves the right to add in additional or decrease funds at its discretion.

- e. The Applicant shall not utilize youth for any agency solicitation or political campaign purposes.
- f. The Applicant may not charge youth and/or their families more than a token amount for program services.
- g. Subcontracting arrangements may be allowed if the Applicant is unable to provide components of the requested services directly. Copies of draft subcontract agreements must be submitted as an attachment to the proposal. All subcontracts must follow the pricing structure and all other requirements of this RFP.
- h. Memoranda of Agreements and working agreements with other agencies for services resulting from awards and contracts of this RFP shall be submitted to the OYS for review for appropriateness and relevancy.
- i. The successful Applicant will be required to enter into a formal written Contract with the Office of Youth Services in accordance with the laws, rules and regulations of the State of Hawaii. The RFP and Applicant's proposal shall be incorporated in the Contract by reference.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the Applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The OYS reserves the rights to contract for only those services which appear to be in the best interests of the OYS.

Upon award, the OYS will forward the formal Contract to the successful Applicant for execution. The Contract shall be signed by the successful Applicant and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Applicant, or within such further time as the Executive Director may allow.

No such Contract shall be binding upon the OYS until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised

Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

The OYS reserves the right to cancel the Contract without cause and to request new proposals for the work.

- j. No Supplementary Agreement shall be binding upon the OYS until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The PROVIDER shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful Applicant prior to receipt of a Notice to Proceed shall be at the Applicant's own risk and expense. The State of Hawaii and the OYS are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Applicant prior to the receipt of a Notice to Proceed.

The Provider is responsible to purchase or lease, with available funding, all the necessary furniture and equipment needed to perform the services. Prior approval must be obtained from the OYS for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment above \$250 (that has a useful life of more than one year) shall require prior approval. Upon termination of the contract equipment, furniture and supplies purchased must be returned to the OYS. Telecom request to install or de-install any server, computers and printer related equipment, and telecommunication must be submitted to the Department.

3. Quality assurance and evaluation specifications

- a. All contracts shall be monitored by the OYS in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes. Contract monitoring shall include but may not be limited to:
 - 1) The review of amendments and approvals, deemed appropriate by the OYS, of the contract's program items, especially the outcomes plan, the performance targets and milestones, the assurance of collaboration, quarterly program reports, and other documents submitted to the OYS.
 - 2) Periodic site visits, scheduled and unscheduled, with comprehensive written evaluation of the major program service areas, such as:

- i. Staff qualification, organization, and effectiveness.
- ii. Outcomes planning, implementation, and evaluation.
- iii. Collaboration (Informal and formal agreements and subcontracts).
- iv. File maintenance and record keeping.
- v. Facility accessibility, suitability, and safety.
- vi. Transportation and other liability issues.
- vii. Consumer satisfaction.

3) The Applicant shall allow the OYS access to all materials, files, and documents relating to the provision of services. In addition, the OYS may, at its discretion, observe individual, group, and educational sessions conducted by the Applicant.

b. The Applicant must maintain for the term of the contract the system of evaluation developed by the OYS, including the use of evaluation tools and reporting forms. In addition, the Applicant must take corrective actions the OYS deems necessary in light of the evaluation data.

4. Output and performance/outcome measurements

a. Qualified applicants are required to achieve the following performance measures:

- 1) Of the youth served by the program annually, 80% will successfully complete the program
- 2) Of the youth served by the program annually, 80% will not commit criminal or status offenses for at least six-months after discharge from the program.

b. Applicants may develop additional performance measures as mutually agreed upon with OYS.

5. Experience

The Applicant must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and at least two (2) years experience actually delivering the types of services proposed herein in response to this RFP. Experience with youth involved with the juvenile justice system is preferred but not mandatory.

6. Coordination of services

Services to youth shall be coordinated and collaborative with other service providers, community resources, and state department services.

7. Reporting requirements for program and fiscal data

Timely program and fiscal reports as specified by OYS will generally be due on a quarterly basis and at the end of each budget period. Contracts are programmatically and fiscally monitored by OYS. Monitoring includes the review of program reports and services; invoices; and any issues applicable to services provided. Monitoring may take place at a variety of locations including the applicant's administrative office and the site(s) of service delivery.

C. Facilities

Applicants shall assure the adequacy of the facilities that will be used to conduct the proposed service to ensure the safety and well-being of the target population and comply with Americans with Disabilities Act building requirements.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Pricing structure or pricing methodology to be used

Pricing structure will be based on a cost reimbursement basis. The cost reimbursement pricing structure reflects a purchase arrangement in which OYS pays the applicant for budgeted costs that are actually incurred and allocable in delivering the services specified in the contract, up to a stated maximum obligation.

Applicants shall be required to apply the Cost Principles on Purchase of Health and Human Services and other applicable federal cost principles and guidelines as appropriate and as required by the source of funding

Total funding amount allocated to the contract may be increased or decreased at any time, at the discretion of OYS. Reasons for such increases or decreases include, but are not limited to, the program's performance, availability of funds, cost of living adjustments, utilization rates, and a shifting of community needs and priorities.

B. Units of service and unit rate

Not Applicable

C. Method of compensation and payment

Payments shall be made in accordance with the State of Hawaii, State Procurement Office, Chapter 103F, HRS – Cost Principles, Purchases of Health and Human Services and when applicable, in accordance with the Office of Management and Budget (OMB) Federal Cost Principles (OMB Circular A-21, A-87 or A-122) and subject to the following:

After the first payment made in advance, the monthly/quarterly invoices shall be on expenditures actually incurred for the performance of the services required under the contract.

The OYS shall withhold a final payment of one-twelfth (1/12th) the total compensation for each budget period until final settlement of each budget period of a contract. Provided that all expenditures are in compliance with the terms stated in the contract, payment of the lesser of actual costs reported on the final expenditure report or the contract amount for the budget period will be made.

- D. All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

- SPO-H-205 Budget
- SPO-H-206A Personnel - Salaries & Wages
- SPO-H-206B Personnel - Payroll Taxes and Fringe Benefits
- SPO-H-206C Travel - Inter-Island*
- SPO-H-206D Travel - Out-of-State*
- SPO-H-206E Contractual Services-Administration
- SPO-H-206F Contractual Services-Subcontracts
- SPO-H-206G Depreciation
- SPO-H-206H Program Activities
- SPO-H-206I Equipment Purchases*
- SPO-H-206J Motor Vehicle

*Expenditures require justification and prior approval.

If any one of the above forms is not applicable, please note as "N/A" on the form.